

<i>Targets &amp; Indicators</i>
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#### **Programme (1): Fire Service**

The key performance measures in respect of the provision of fire service are:

#### **Targets**

	<b>Target</b>	<b>2006 (Actual)</b>	<b>2007 (Actual)</b>	<b>2008 (Actual)</b>	<b>2009 (Actual)</b>	<b>2010 (Actual)</b>	<b>2011 (Plan)</b>
total building fire calls met within graded response time (%)	92.5	93.9	94.3	94.7	95.6	94.9	<b>92.5</b>
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	93.6	94.1	94.6	95.5	94.8	<b>92.5</b>
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.7	96.1	96.0	96.3	96.1	<b>95.0</b>
complaints of imminent fire hazards answered within 24 hours (%)	100	100	100	100	100	100	<b>100</b>
requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%)	100	100	100	100	100	100	<b>100</b>

**Indicators**

	<b>2006 (Actual)</b>	<b>2007 (Actual)</b>	<b>2008 (Actual)</b>	<b>2009 (Actual)</b>	<b>2010 (Actual)</b>	<b>2011 (Estimate)</b>
all fire calls	33 268	31 638	35 513	35 771	40 604	<b>36 000</b>
building fire calls in built-up areas	25 556	23 837	26 856	27 244	32 094	<b>27 500</b>
building fire calls in more dispersed risk/isolated developments	2 615	2 601	2 866	3 388	3 973	<b>3 500</b>
special service calls	21 383	22 083	24 398	25 069	26 859	<b>27 000</b>
emergency ambulance calls attended by first responders	25 223	38 917	40 719	43 619	49 451	<b>54 000</b>
turnouts of fire appliances to emergency calls	121 655	115 184	124 602	125 852	139 026	<b>137 000</b>
emergency move-ups of fire appliances to provide operational coverage	25 353	35 135	43 741	46 251	51 445	<b>52 000</b>
complaints of imminent fire hazards received	4 411	4 345	4 462	4 712	4 739	<b>4 800</b>
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	449	732	1 037	1 152	1 756	<b>1 700</b>
prosecutions instituted	45	46	41	69	84	<b>80</b>
inspection of hospitals/clinics	346	373	392	387	427	<b>380</b>
lectures and advisory services given to hospitals/clinics	464	617	608	692	720	<b>700</b>
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	4 190	4 076	4 987	5 265	5 724	<b>5 500</b>

**Programme (2): Fire Protection and Prevention**

The key performance measures in respect of fire protection and prevention are:

**Targets**

	Target	2006 (Actual)	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Plan)
safety requirements issued within 28 working days for storage/manufacture of Category 2 (other than LPG) to Category 10 dangerous goods and/or for storage of timber following receipt of application and the required details/plans in full (%)	100	100	100	100	100	100	100
safety requirements issued within six working days for vehicles used for conveyance of Category 2 (other than LPG) or Category 5 dangerous goods following receipt of application (%)	100	100	100	100	100	100	100
licences issued within six working days for storage/manufacture of Category 2 (other than LPG) to Category 10 dangerous goods and/or storage of timber upon confirmation of full compliance with safety requirements (%)	100	100	100	100	100	100	100
licences issued within six working days for vehicles used for conveyance of Category 2 (other than LPG) or Category 5 dangerous goods upon confirmation of full compliance with safety requirements (%)	100	100	100	100	100	100	100
fire safety requirements issued within 20 working days for the licensing/ registration of schools, child care centres, food premises, places of public entertainment, karaoke establishments, and drug dependent persons treatment and rehabilitation centres following receipt of application and the required details/plans in full (%)	90	---	100	100	100	100	90
Fire Services Certificates issued within seven working days upon confirmation of full compliance with fire safety requirements for all licence/registration applications (%)	90	---	100	100	100	100	90
complaints about dangerous goods (other than LPG) or reports of fire hazards posing imminent danger investigated within 24 hours (%)	100	100	100	100	100	100	100
complaints about fire hazards not posing imminent danger investigated within ten working days (%)	100	100	100	100	100	100	100
complainants advised within 27 working days of outcome of investigation (%)	100	100	100	100	100	100	100
applications processed within seven working days for registration as FSI contractors (%)	100	100	100	100	100	100	100
letters of approval issued within 14 working days to applicants for registration as FSI contractors upon completion of all formalities (%)	100	100	100	100	100	100	100

no. of prescribed commercial premises inspected	150	141	150	150	150	150	<b>150</b>
no. of specified commercial buildings inspected	40	141	100	31	40	40	<b>40</b>
no. of composite buildings inspected	1 150 <sup>ξ</sup>	908	905	842	1 001	1 150	<b>1 150</b>

<sup>ξ</sup> The target was revised from 1 000 to 1 150 as from 2010 to speed up the improvement programme under the Fire Safety (Buildings) Ordinance (Cap. 572).

**Indicators**

	2006 (Actual)	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Estimate)
licences renewed/issued						
timber/dangerous goods stores	4 340	4 203	4 363	4 311	4 350	<b>4 350</b>
dangerous goods vehicles	1 767	1 786	1 738	1 724	1 872	<b>1 900</b>
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	2 039	2 264	4 951	3 968	3 865	<b>4 000</b>
prosecutions instituted						
dangerous goods and timber stores	313	419	281	204	170	<b>170</b>
fire hazards	128	109	92	81	148	<b>150</b>
building plans processed	12 488	12 683	12 277	13 519	13 824	<b>13 500</b>
inspection of FSIs and equipment	82 807	86 813	102 730	145 750	146 505	<b>147 000</b>
applications for approval of portable fire fighting equipment and FSI/equipment processed	775	361	395	553	709	<b>700</b>
inspection of fire safety in schools, child care centres, food premises, places of public entertainment, karaoke establishments and drug dependent persons treatment and rehabilitation centres	33 613	35 376	36 208	39 178	41 678	<b>43 000</b>
inspection of fire safety in commercial premises and composite buildings	14 418	15 228	17 792	20 846	25 372	<b>25 500</b>
inspection of ventilating systems in buildings and licensed premises	6 051	6 215	7 043	10 137	10 917	<b>11 000</b>
lectures and advisory services given (other than hospitals/clinics)	27 764	29 568	38 072	46 390	51 337	<b>52 000</b>
prescribed commercial premises						
no. of fire safety directions issued	823	804	802	800	800	<b>800</b>
no. of fire safety directions complied with/discharged	924	923	747	808	858	<b>800</b>
specified commercial buildings						
no. of fire safety improvement directions issued	4 766	4 705	3 010	2 998	2 998	<b>3 000</b>
no. of fire safety improvement directions complied with/discharged	7 473	4 929	4 051	3 997	4 001	<b>4 000</b>
composite buildings						
no. of buildings issued with advisory letters	900	354	---	---	---	<b>---</b>
no. of advisory letters issued	9 546	11 557	---	---	---	<b>---</b>
no. of fire safety directions issued	---	6 442	12 560	13 690	14 032	<b>15 000</b>
no. of fire safety directions complied with / discharged	---	---	525	4 420	4 310	<b>4 500</b>

**Programme (3): Ambulance Service**

The key performance measures in respect of ambulance service are:

**Target**

	Target	2006 (Actual)	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Plan)
emergency calls answered within the target response time of 12 minutes(%)	92.5	92.7	92.8	92.2	92.0	92.1	<b>92.5</b>

**Indicators**

	2006 (Actual)	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Estimate)
no. of emergency calls	539 903	573 657	600 828	617 265	646 733	<b>677 000</b>
no. of hospital transfer calls	34 771	36 916	41 695	40 845	39 345	<b>40 500</b>
calls per ambulance	2 227	2 367	2 490	2 551	2 619	<b>2 591</b>
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	627 979	667 505	700 029	715 844	743 755	<b>776 000</b>
emergency move-ups of ambulances to provide operational coverage	45 630	66 619	61 975	59 523	67 166	<b>68 000</b>

<b>Classification of Fires</b>
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	2006	2007	2008	2009	2010
Public area	347	338	467	425	518
Squatter areas	87	96	109	123	89
Vehicle	438	378	340	293	285
Housing estates	1 667	1 613	1 589	1 341	1 347
Factory buildings	157	116	124	122	62
Institutional buildings	181	195	202	190	250
Non-domestic buildings	435	443	434	464	371
Domestic buildings	1 744	1 621	1,601	1 588	1 562
Electric-others	79	90	92	81	50
Vegetation	1 232	1 230	1 501	1 294	819
Unwanted alarm	21 846	20 717	24 007	25 405	30 710
False alarm	3 302	3 119	3 296	2 922	3 108
Temporary housing area	0	0	0	0	0
Vessel	34	22	17	24	15
Others	1 719	1 660	1 734	1 499	1 418
<b>Total</b>	<b>33 268</b>	<b>31 638</b>	<b>35 513</b>	<b>35 771</b>	<b>40 604</b>

**Classification of Fires by Causes**

	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Sparks from welding & oxygen acetylene cutting	75	92	82	55	55
Children playing with matches	132	120	117	68	51
Over-heating of engines, motor & machinery	126	124	92	84	93
Careless disposal of joss sticks, joss paper & candles, etc.	330	285	220	259	183
Food stuff (stove overcooking)	2 187	1 941	1 863	1 738	1 794
Careless handling or disposal of cigarette ends, matches and candles, etc.	1 889	2 002	2 327	2 010	1 560
General electrical fault	759	781	795	763	807
Miscellaneous	1 663	1 489	1 707	1 535	1 313
Unknown	386	423	517	405	312
False alarm	3 302	3 119	3 296	2 922	3 108
Deliberate act / Undetermined	537	525	476	522	616
Unwanted alarm	21 846	20 717	24 007	25 405	30 710
Control burning	36	20	14	5	2
<b>Total</b>	<b>33 268</b>	<b>31 638</b>	<b>35 513</b>	<b>35 771</b>	<b>40 604</b>



**Occupancy where major fire occurred (No. 3 Alarm and above)**

Type of Premises	2006	2007	2008	2009	2010
Commercial Premises	0	0	3	1	1
Construction Site	1	0	0	0	0
Domestic Premises	7	1	2	0	0
Housing – Domestic	0	0	2	0	0
Housing – Commercial	0	2	0	0	0
Private Factory	4	3	2	2	3
Public Area-Others	0	0	0	0	0
Public Area-Hotel	0	0	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter - Commercial/Store	0	2	4	3	7
Squatter – Factory	1	0	0	0	0
Squatter – Domestic	0	0	3	1	2
Place of Public Assembly	0	0	1	0	0
Institutional Building	0	0	1	1	0
Temporary Housing Area	0	0	0	0	0
Vessel	1	0	0	1	0
Vehicle	0	0	0	0	2
Others	0	0	0	1	1
<b>Total</b>	<b>14</b>	<b>8</b>	<b>18</b>	<b>10</b>	<b>16</b>

**Classification of Special Service**

Type	2006	2007	2008	2009	2010
Flooding of premises	5	1	21	3	10
Trapped by machinery	9	16	5	7	3
Threatening to jump	204	209	201	176	170
Falling into water	106	80	79	84	84
Falling from height	159	165	158	142	120
Hanging	81	97	112	91	101
Leakage of flammable liquid/gas	488	511	524	408	337
Traffic Accident	230	201	234	199	234
Locked in/out of premises	1 149	1 167	1 291	1 488	1 298
Trapped/shut in lift	5 916	6 150	7 237	7 212	8 120
Others	735	665	1 214	1 296	1 015
False Alarm Malicious	461	394	317	287	251
False Alarm Good Intent	7 946	8 233	8 792	9 178	10 310
Ambulance cases	3 894	4 194	4 213	4 538	4 806
<b>Total</b>	<b>21 383</b>	<b>22 083</b>	<b>24 398</b>	<b>25 069</b>	<b>26 859</b>

## Injuries and Fatalities

	2006		2007		2008		2009		2010	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	2 107	19 187	2 835	20 366	3 241	23 633	2 901	22 851	1 518	25 207
Injuries of public	380	1 592	327	1 669	371	1 981	271	1 793	276	1 850
Fatalities of public	14	675	16	717	8	773	10	815	10	746
Injuries of FS member	3	6	21	13	26	5	16	9	26	10
Fatalities of FS member	0	0	1	0	2	0	0	0	1	0
<b>Total (Fatalities + Injuries)</b>	<b>397</b>	<b>2 273</b>	<b>365</b>	<b>2 399</b>	<b>407</b>	<b>2 759</b>	<b>297</b>	<b>2 617</b>	<b>313</b>	<b>2 606</b>